



Agency Admin. Meeting

Thursday, December 2nd, 2021

Getting To Know You

Would you rather cook or order in?



Getting To Know... Angie Evans



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Agenda

- CoC|Coordinated Assessment Updates
- UPLIFT Updates
- Help Center Updates
- LSA Updates
- December 2021 Feature Updates
- Annual Privacy Training Recertification
- Client Portal
- Reminders
- Next Months Meeting

CoC|Coordinated Assessment Updates



CoC| Coordinated Assessment Updates - YHDP

Youth Homelessness Demonstration Program

Community Meetings

Santa Clara County was selected to participate in HUD's **Youth Homelessness Demonstration Program (YHDP)**, a new initiative designed to prevent and end youth homelessness through a coordinated community approach centered in equity and youth voices, led by the **Youth Action Board (YAB)**.

We need your help to design our **YHDP Coordinated Community Plan**. The community planning meetings are an opportunity for all stakeholders to help develop the YHDP goals and strategies.

Anyone passionate about ending youth homelessness is welcome, especially **youth and young adults who are unhoused or have experienced homelessness**, as well as service providers and community members with experience or interest in housing, education, employment and wellness.

Community Kick Off

This YHDP Launch Session will include:

- An overview of YHDP and the CCP
- Reflections from the YAB
- Breakout brainstorming sessions
- Setting workgroups and next steps

Tuesday 12/7
6-8p
ZOOM
Registration

Additional Planning Sessions



12/21 10a-12p
ZOOM
Registration

1/11 6-8p
ZOOM
Registration

1/25 10a-12p
ZOOM
Registration

We hope you can plan to participate in every **Community Meeting** as well as workgroups focused on a range of YHDP topics including local community data and needs, special populations, and interventions.

For more information visit:
osh.sccgov.org/YHDP
Or contact:
YHDP@hhs.sccgov.org



Youth Homelessness Demonstration Program

Listening Sessions

The **Youth Homelessness Demonstration Program (YHDP)** is a new initiative designed to prevent and end youth homelessness through a coordinated community approach centered in equity and youth voices, led by the Youth Action Board (YAB).

These listening sessions are an opportunity for youth or young adults (unaccompanied minors and young adults 18-24), with lived experiences of homelessness, to talk about what they know and think from their own lived experience, to inform solutions.

In Person & Online Sessions

Thursday 12/9 1pm	Thursday 12/9 3pm	Thursday 12/9 6pm
Bill Wilson Center 693 S. Second St. San Jose	DFCS South County 7833 Wren Ave. Gilroy	Reentry Resource Center 151 W. Mission St. San Jose
Friday 12/10 5:30pm	Saturday 12/11 1pm	Monday 12/13 1pm
Sunnyvale Community Services 1160 Kern Ave. Sunnyvale	Blanca Alvarado CRC 408 N. Capitol Ave., East San Jose	HomeFirst BRC 2011 Little Orchard, San Jose
Tuesday 12/14 1pm	Tuesday 12/14 6pm	Thursday 12/16 6pm
ONLINE Through ZOOM	Covenant House, Santa Clara 2250 El Camino Real	ONLINE Through ZOOM

Sessions are expected to last 90 minutes.

\$30 All youth/young adult participants will receive a \$30 gift card as compensation for their time and expertise.

RSVP HERE:
tinyurl.com/yhdpls
For more information contact:
YHDP@hhs.sccgov.org



Youth Homelessness Demonstration Program

Youth Action Board

Santa Clara County youth and young adults with lived experience of homelessness...

We want to amplify your voice!

The Youth Action Board (YAB) is a group of youth/young adults who:

- Advise the County of Santa Clara on housing and homelessness issues that affect youth and young adults
- Actively participate in planning new and expanded housing programs and services
- Give youth and young adults a strong voice in the decision-making process about housing and services in our community
- Want to gain new experiences and skills being involved in project management, program design, and community planning

The stipend is:
\$20/hr
via gift card or check

Who should join the YAB?

Youth and Young Adults who are:

- Between the ages of 18-24 or unaccompanied minors
- Currently or formerly unhoused or have lived experienced of housing instability
- Interested in creating solutions to local housing and homelessness issues

YAB Participation includes attending regular meetings, doing community outreach, and assisting with specialized projects and workgroups

The YAB and YHDP

Santa Clara County was selected to participate in HUD's **Youth Homelessness Demonstration Program (YHDP)**, a new initiative designed to prevent and end youth homelessness through a coordinated community approach centered in equity and youth voices, led by a Youth Action Board (YAB).

The YAB will help lead, design, and approve Santa Clara County's **YHDP Coordinated Community Plan**.

To learn more, contact Joy at:
(415) 788-7961 x371
SantaClaraCoC@homebaseccc.org
For more information visit:
osh.sccgov.org/YHDP



CoC| Coordinated Assessment Updates - *PIT*

2022 Point-in-Time Count Community Planning Meeting (via Zoom)
Wednesday, December 15, 2021, 1-2PM

Topic: 3rd Community Meeting - 2022 PIT Count
Time: Dec 15, 2021 01:00 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://sccgov-org.zoom.us/j/99061870786>

Meeting ID: 990 6187 0786

One tap mobile

+16692192599,,99061870786# US (San Jose)

+16699006833,,99061870786# US (San Jose)

Dial by your location

+1 669 219 2599 US (San Jose)

+1 669 900 6833 US (San Jose)

Meeting ID: 990 6187 0786

Find your local number: <https://sccgov-org.zoom.us/j/99061870786>



CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Working With Clients With Criminal Histories: What Criminal Convictions Can and Can't Tell Us + Special Considerations for Participants on the Sex Offense (290) Registry Training

When: Tue, December 7, 11:00am – 12:30pm

Description: Please join OSH and Homebase for our upcoming training on criminal history screening practices and housing for people on the 290 (sex offense) registry. The training will be held on December 7th from 11-12:30 p.m.

Please Register Here: 12/07 from 11:00am-12:30pm

Service Providers Network Meeting

When: Wed, December 8th, 9:30am – 11:00am

Where: Zoom

Coordinated Assessment Work Group

When: Thu, December 9th, 1:00pm – 2:30pm

Where: Zoom



CoC| Coordinated Assessment Updates - *Upcoming Meetings*

Rapid Rehousing and Employment Initiatives Meeting

When: Thu, December 9th and 23rd, 3:00pm – 4:30pm

Where: Zoom

SCC TA Office Hours

When: Tues. December 28th, 10am – 11am

Where: <https://homebaseccc.zoom.us/j/94741275559>

Description: Join Zoom Meeting

<https://homebaseccc.zoom.us/j/94741275559>



SCC LGBTQIA+ Preparedness Training

When: Mon, December 13, 9:30am – 12:30pm

Description: Increasing system accessibility for LGBTQIA+ individuals is a priority for the Santa Clara County CoC. The Office of Supportive Housing and Homebase are excited to announce another set of training dates for a comprehensive six-hour training open to all staff at homeless service provider agencies to help improve cultural competency and system accessibility.

Please register here for Dec 13th and Dec 15th from 9:30am-12:30pm

UPLIFT Updates



UPLIFT Updates

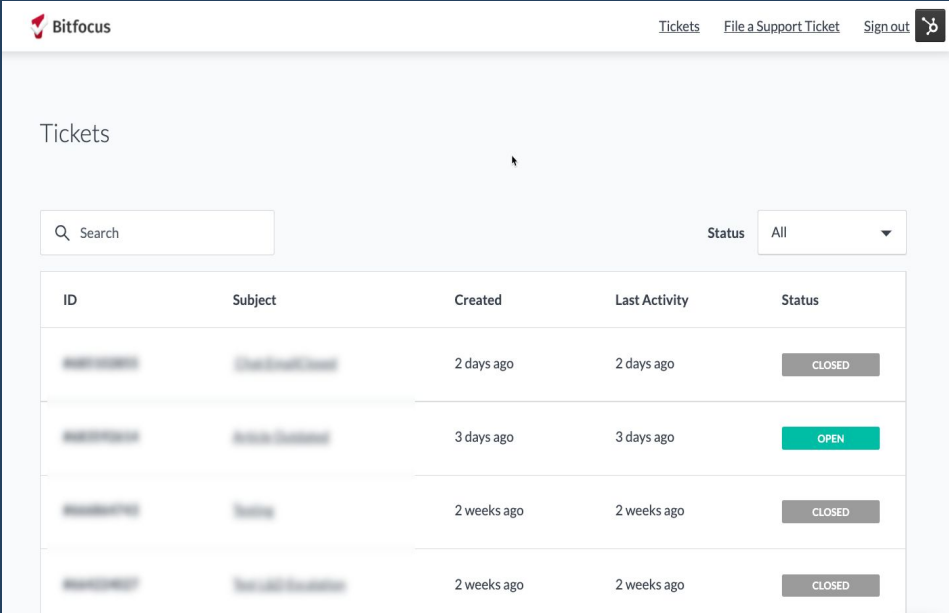
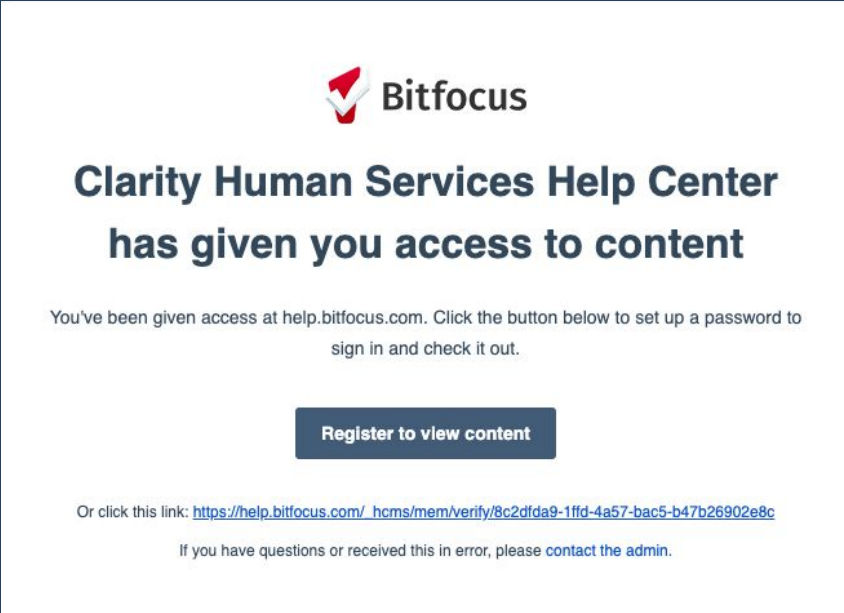
- UPLIFT Agency Points-of-Contact (POC) Responsibilities
 - a. Disseminating/Reinforcing Procedural Changes
 - b. Materials Security/Distribution at the Agency
 - i. Process for staff picking up passes to ensure passes are not lost
 - c. Mailing List - Adding "Other" Staff
 - i. Please be sure to designate a staff that will be picking up passes if they are not the POC
- Next Quarter (January through March 2022) begins 12/17/2021
- New Pickup Process
 - a. New Hours: 9:00am - 4:00pm during the week
 - b. Please use the call button to be given access to the building
- New UPLIFT Staff at OSH - details to come!



Have UPLIFT Questions Email: uplift@hhs.sccgov.org

Keeping you in the loop...*Help Center Revamp (Help Center)*

If you receive the following email:



This email is for customers to access the “Customer Portal”, the portal gives you a place to review or open tech support tickets directly from the **NEW Help Center**.

LSA Updates



LSA Updates - *Data Quality Outreach*

Thank you for those of you who have reached out and commenced data clean up!

****Please note you will receive bi-weekly emails with instructions and clean-up necessary for any data entry errors***

Here's what we need from you:

1. Follow up within two weeks of receiving email
2. Review spreadsheets and follow up with additional questions, comments or concerns
 - a. If there is an outstanding circumstance for an issue please provide details - *more is better*
 - b. Please be sure and add the comments to the spreadsheet in addition to sending an email with the details - *this will help us maintain a record of responses that will be used for HUD submission (if necessary)*
3. If there are any questions within the two week timeframe, please schedule a 15-minute meeting [here](#) with Kadra Adderly

Next Up Data Quality Issues:

1. HoH and DOB data quality issues

LSA Updates - *Gentle Reminders...*

- ✓ The report covers the Federal Fiscal year of **10/1/20 - 9/30/21**
- ✓ Opens December 6th, 2021; Due Date February 15th, 2021
- ✓ Winter Break (HDX Staff) 12/23/2021-01/3/2022
- ✓ Includes five project types: ES/SH/TH (reported as a combined group), RRH, and PSH.
- ✓ Report includes data on demographics, length of time homeless, information on specific populations such as veterans and chronically homeless persons, housing outcomes.
- ✓ Includes not just the Federal Fiscal year, but includes some historic data prior to the FY as well.

LSA Updates - *Helpful Reports*

Review data quality for each project type, paying special attention to:

- ✓ HoH designation and family/group enrollments (any kids enrolled by themselves?)
- ✓ Duplicate or erroneous enrollments (ask the Help Desk to delete!)
- ✓ Missing data/no exit interview (high missing rates cause errors in reporting process)

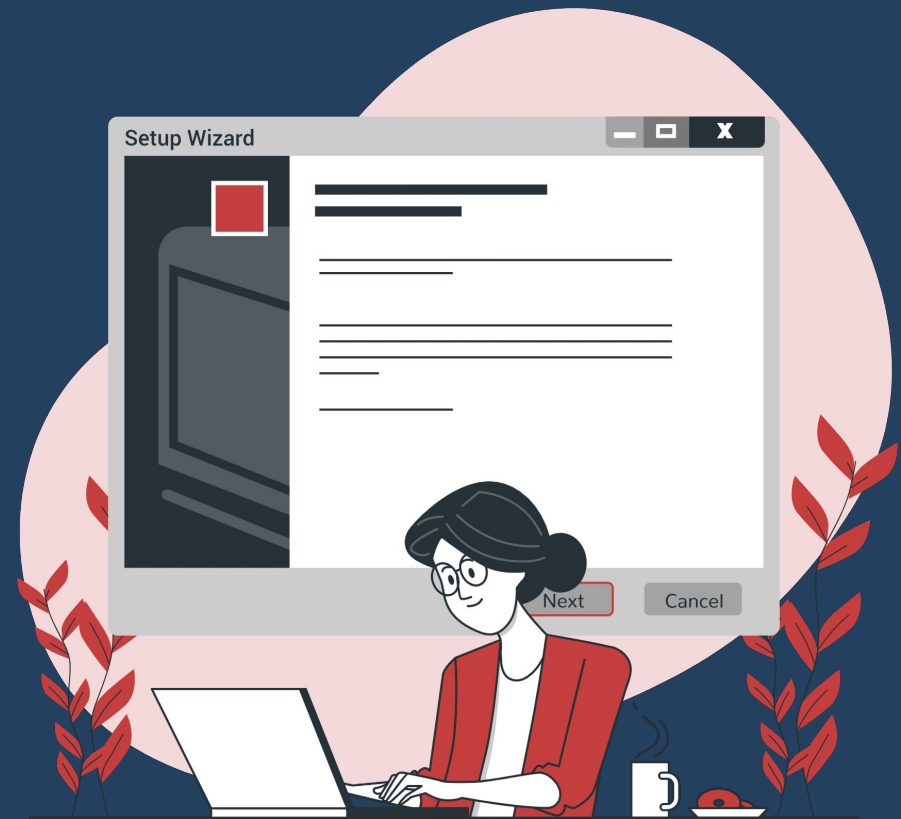
[HUDX-225] HMIS Data Quality Report: *what's missing?*

[GNRL-106] Program Roster: *who's enrolled by themselves vs. in group?*

[GNRL-220] Program Details Report: *what data has been entered?*

[EXIT-101] Potential Exits: *who's inactive and could be exited?*

New Feature Focus



Feature Focus - *Updated Primary Language Picklist*

Overview: We have updated the picklist options for the core field "Primary Language" (field data name = "primary_language") to include 50 additional languages from the list used by the U.S. Census Bureau. These options are listed in alphabetical order, except for "English" at the top of the list.

The screenshot displays the 'SYSTEM SETUP' interface, specifically the 'SCREENS' tab. The 'SCREEN EDITOR' section shows a 'Sample Screen' with fields for 'Screen Name', 'Screen Type' (Profile), 'Agency' (Any Agency), and 'Status' (Inactive). A 'SAVE CHANGES' button is visible. Below the form, there are options to 'ADD SPACE', 'ADD LABEL', and 'ADD WARNING'. The 'Primary Language' field is highlighted, and its dropdown menu is open, showing a list of 50 languages. The list starts with 'English' at the top, followed by 'Albanian', 'American Sign Language', 'Amharic', 'Arabic', 'Armenian', 'Bengali', 'Bosnian', 'Bulgarian', 'Burmese', 'Chinese', 'Croatian', 'Czech', 'Dutch', 'Farsi', 'French', 'German', 'Giurati', 'Greek', 'Haitian Creole', 'Hebrew', 'Hindi', 'Hmong', 'Hungarian', 'Igbo', 'Ilocano', 'Indonesian', 'Italian', 'Japanese', 'Khmer', 'Korean', 'Laotian', 'Lithuanian', 'Malayalam', and 'Marathi'. The dropdown menu also includes a 'Select' option at the top and a 'Modified Force Publish' button on the right. An 'Audit Log' button is located at the bottom right of the screen.

Field	Value
Screen Name	Sample Screen
Screen Type	Profile
Agency	Any Agency
Status	Inactive

Primary Language

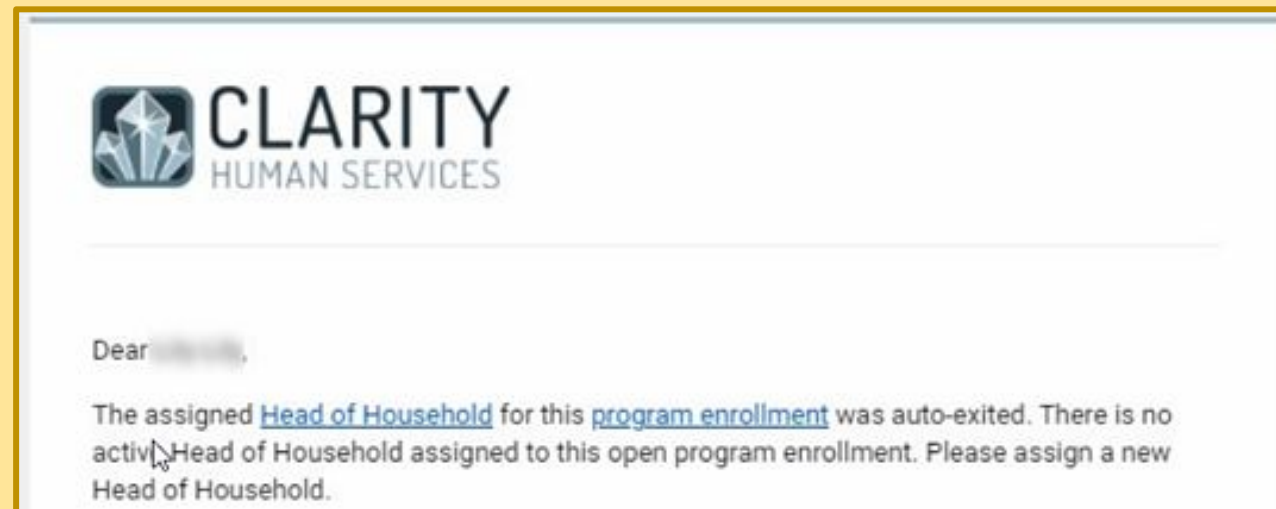
- Select
- English
- Albanian
- American Sign Language
- Amharic
- Arabic
- Armenian
- Bengali
- Bosnian
- Bulgarian
- Burmese
- Chinese
- Croatian
- Czech
- Dutch
- Farsi
- French
- German
- Giurati
- Greek
- Haitian Creole
- Hebrew
- Hindi
- Hmong
- Hungarian
- Igbo
- Ilocano
- Indonesian
- Italian
- Japanese
- Khmer
- Korean
- Laotian
- Lithuanian
- Malayalam
- Marathi

Feature Focus - *Updated Head of Household Auto-Exit Messaging*

Overview: Previously, when a Head of Household was auto-exited from a Program, the user received the following message via email and Clarity inbox:

“The assigned Head of Household for the following program enrollment was auto-exited. There is no active Head of Household assigned to this open program enrollment. Please assign a new Head of Household.”

With this update, we are changing the wording slightly and adding links to the Head of Household’s client profile screen and program exit screen, as shown below:



[Check out the article here!](#)

Annual Privacy Training



HMIS Privacy Training Recertification for 2022

It's that time of year again!

Timeline:

- ✓ Training recertification will open on **Tuesday, January 4th, 2022**
 - A separate email will go out with the link to the training
- ✓ Deadline to complete the training is **Friday, January 28th, 2022**

What You Need To Do:

- ✓ Let staff know they will need to recertify - even if they complete the certification on **12/31/2021**
- ✓ Provide staff with at least 20 minutes to complete training
- ✓ Ensure staff know they must score 80% or higher to be considered "passing"
- ✓ Staff that do not complete training by deadline will have their HMIS access revoked until completion and passing of training
- ✓ It is the staffs responsibility to contact the [Help Desk](#) after completion of training; if access is revoked (to have access reinstated)

Client Portal

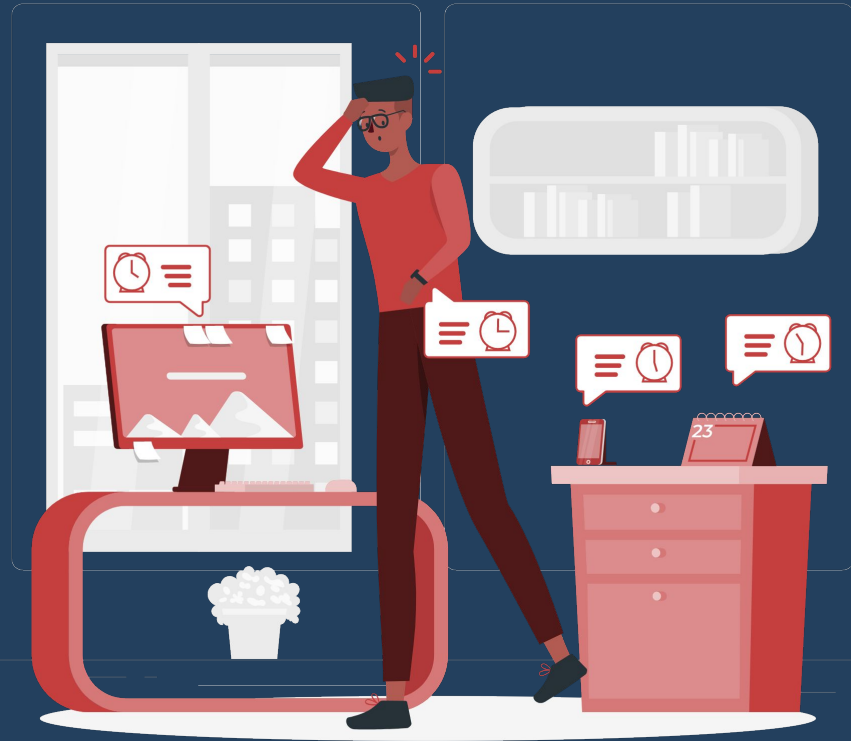


Core Features of The Portal



- Privacy (ROI) Management
- Location & Contact Info Management
- Appointment Management
- Program Enrollment Activity & History
- Assessment Management & Responses
- Message Center
- Documentation Management
- Client Dashboard Page
- Resource Directory
- Community Queue Status

Reminders



Reminders - *Office Hours*

*Have questions about HMIS or Looker?
Join us and get these questions resolved!*

Clarity Office Hours

When: Bi-weekly, Thursday

Time: 10:00am - 11:30am

Looker Office Hours

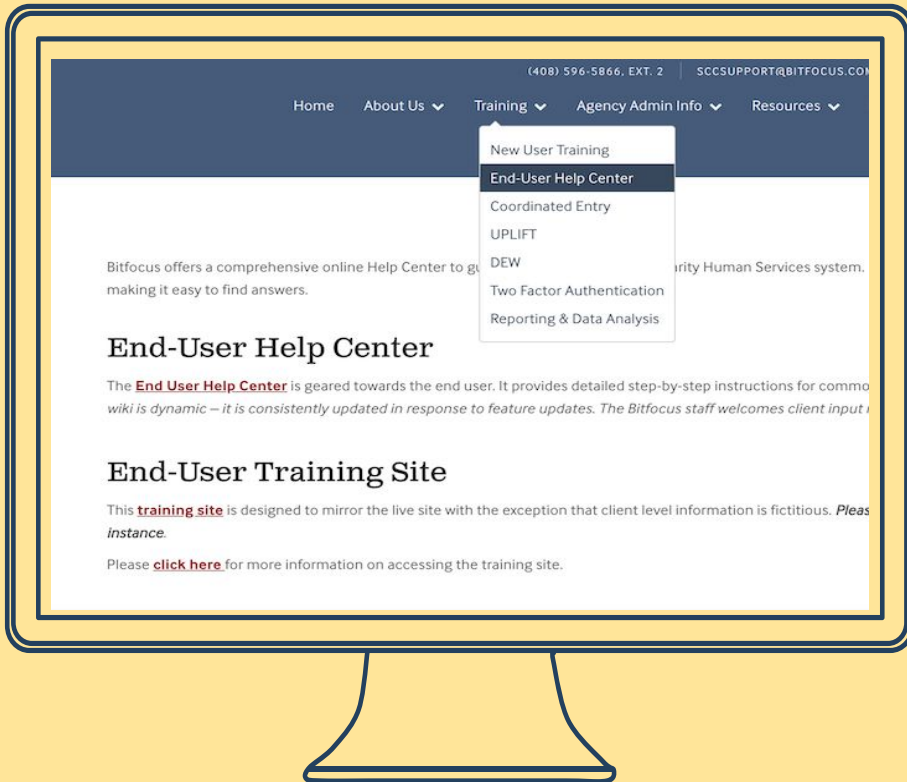
When: Bi-weekly, Monday

Time: 2:00pm - 3:00pm



Reminders - *SCC HMIS Training Site*

Want to Hone Your Skills? Use the SCC HMIS Training Site



What you need to know:

- From the Training Tab select the **End-User Help Center drop down**
- **Scroll to the End-User Training Site**
- Contact the Help Desk to gain access at **sccsupport@bitfocus.com**
- You should complete all required training as usual
- Practice entering client information and uploading docs. in an agency/program set-up to mirror your current agencies set-up in the live HMIS website

Please note the training site was updated as a result of Data Standards. All test clients entered were lost in the transition.


Reminders - *Using the Help Desk*

When requesting the following please be sure and contact the Help Desk:

1. End User Access
2. Update a users access after completion of the VI-SPDAT/HPAT required training
3. Verifying an end user has completed required training
4. When an end user has separated from your agency (make inactive)
5. Access to the SCC HMIS Training Instance/Sandbox
6. General Assistance with reporting

Reminders - *BUI & Program Change Forms!*

Need to make changes to your BUI or Program Details? Use the forms...



Bed & Unit Inventory Update Form

It's important your agency maintain up-to-date and accurate data on one of the most fundamental elements: Bed & Unit Inventory. Changes over time should be documented such that a historical record of inventory is retained.

Minor day-to-day fluctuations need not be recorded, but differences due to significant changes in project operations should be entered as they occur to ensure the inventory record in HMIS is as accurate as possible, we encourage agency leads to make updates if there is a significant change in project operations. If there are no changes in inventory, you need only to confirm your inventory ahead of official HIC reporting. If you do that, the inventory will also be fine for LSA purposes.

Projects that provide housing rental assistance and have a fixed number of vouchers should determine the number of beds and units based on the number of vouchers currently funded and available for use.

Projects that provide emergency shelter or housing rental assistance vouchers and without a fixed number of units or vouchers (e.g., Emergency Shelter-hotel/motel project, Rapid Re-Housing, some scattered site PH-Permanent Supportive Housing) should determine the number of beds (and units) based on the maximum number of persons (and households) who can be housed on a given night.

If you have questions about how to fill-in this form, please reach out to the Help Desk at sccsupport@bitfocus.com for further assistance.

Email *

Valid email

This form is collecting emails. [Change settings](#)



CLARITY HUMAN SERVICES

Section 1 of 10

Santa Clara County HMIS New Program Request (2021)

Please complete the following questions to set up your new program in HMIS (this should be filled in by the Agency Lead). Once you submit this request, Bitfocus staff will follow up with you regarding any further questions and/or to confirm setup.

Email *

Valid email

This form is collecting emails. [Change settings](#)

Requester's Name (Agency Lead/Admin.) *

Please list a person whom Bitfocus may contact to gather more information, if it is needed.

Short answer text

Reminders - *Making Changes in HMIS Program Set-Up*

- Please note any changes you want made to Program Set-up need to be submitted using the Program Change Form
- Please do not make any changes to program set-up; there are several behind the scenes items that need to be updated in tandem
- Changes to program set-up can have an impact on reporting
- Not sure a program change needs to happen? Let us know.

Reminders - *VI-SPDAT Training*

- Please note the VI-SPDAT training is required for End Users who will be administering the assessment as part of their ongoing workflow at their agency
 - If you staff will be doing data entry of the assessment into HMIS they will need access and therefore, need training
- All users that will not be administering the VI-SPDAT will be given *VIEW ONLY* access to assessments.
- If you have any questions please contact us at sccsupport@bitfocus.com

Reminders - *Virtual Suggestion Box*

*Have ideas about enhancements and/or
additions to HMIS?*

Have general questions you'd like to ask?

Drop it in your Virtual Suggestion Box!



Next Month's Meeting

Thursday, January 6th, 2022

